

1

**System and Method for Automating
Travel Agent Operations**

ABSTRACT

09704569 440300

A system and method for automatically performing
5 actions in response to a user making travel arrangements.
Delivery services, such as postal and parcel services, are
instructed to take certain actions while the user is
traveling. For example, the delivery can be instructed to
hold packages for pickup by the user, deliver the packages
10 to the user when the user returns, or forward the packages
to another location. In addition, a system and method for
notifying a company mailroom with travel instructions is
included. An electronic calendar is automatically updated
with information related to the user's travel plans. Other
15 users with access to the calendar can view the user's
travel agenda. The user can gather travel specific details
from the calendar for use in traveling, for example the
flight and hotel information, is readily available. The
user's telephone can also be configured as preferred by the
20 user. Calls can be forwarded to the user's travel
location, voice mail greetings can be updated to reflect
the user's out-of-office status, and backup and emergency
information can be updated. Destination information such
as driving information, GPS data for use by GPS devices,
25 medical services information, and civic, cultural, or
attraction information can be downloaded to the user for
use while at the destination.